Volunteer Women's Hub Facilitator

ROLE SPECIFICS

The Women's Hubs at BWC provide a crucial service to women across the city who are in need of advice and information in an informal, trauma-informed and non-judgemental environment.

Volunteer Hub Facilitators support women to feel heard, providing empathic and practical support with the challenges they are facing. Volunteers offer information, guidance and signposting to Service Users as well as holding occasional activity-based or themed sessions.

We are currently looking for volunteers for all three Hub sessions.
Volunteering times are as follows:

- Mondays 4.30 – 8pm @ Globe House, 3 Morley Street, BN2 9RA
- Wednesdays 1.30 – 5pm @ Globe House, 3 Morley Street, BN2 9RA
- Thursdays 9.30 – 1pm @ The Wellbeing Hub at Preston Park, 18 Preston Park Avenue, BN1 6HL

Responsible to: Women's Hub Facilitators, Support Services Manager.

Responsible for: Providing information, support and signposting to BWC Service Users and contributing to the smooth running of Hub sessions.

Recruitment Process: Volunteer recruitment usually takes place twice per year. Shortlisted candidates will be invited for a conversation with the Support Services Manager. Successful candidates will join a training group and are required to attend 2 in-house training sessions before any volunteering can take place. Once trained, an induction including shadowing sessions and a probationary period follow.

Duties and responsibilities of a Volunteer Hub Facilitator are to:

1. Attend sessions weekly, ensuring that the Women's Hub is covered and able to open as advertised.

2. Attend at the correct time and support staff to set up for the session.

3. Welcome service users to the Hub.

4. Take a non-judgemental, trauma informed approach which centres each woman as an expert through lived experience.

5. Uphold the intersectional feminist values of BWC.

6. Offer empathic and practical support to women using the service, using a range of listening skills.

7. Raise any concerns about a Service User's or child's welfare with BWC staff as soon as you are able, particularly if you feel there could be a safeguarding issue.

8. Ensure that all confidential information is kept secure, including all Service User information, personal details and backgrounds of yourself and other team members, BWC passwords and access codes.

9. Participate proactively in team debriefs after each Hub session.

10. Value staff and fellow volunteers expertise and work cohesively as part of the Hub team.

11. Abide by BWC's equalities and diversity policy.

12. Attend supervision sessions, training programmes and volunteer meetings.

13. Liaise with other BWC volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.

14. Remain up to date with BWC information, policies and procedures, and ensure that you work according to these.

15. Carry out administrative functions necessary to support the smooth running of the Hub.

16. Ensure that the space is kept clean and safe for services users.

17. Provide accurate and up to date information on request.

18. Take care of your own safety and that of other volunteers, Hub users and employees and to cooperate with BWC in complying with statutory duties under the Health & Safety at Work Act.

19. Advise the Support Services Manager ASAP if you are unable to attend your shift, where possible giving minimum 24 hours notice and attempting to arrange cover through the relevant WhatsApp Group.

Practical Considerations:

- Volunteers are expected to attend sessions weekly, giving staff at least 2 weeks' notice if time off is required.
- Hubs are closed on Bank Holidays and for the period between Christmas and New Year.
- Minimum 12 months commitment to volunteering is requested.
- BWC can reimburse reasonable local travel costs (up to the cost of a Brighton & Hove daily saver bus ticket per session).
- Due to the nature of this role we can only accept applications from applicants aged 18+
- The successful candidate will be subject to a DBS check.

Closing date for applications: Monday 23rd November, 9am

To apply please complete an application form and return it to:
emmawalsh@womenscentre.org.uk

If you have difficulties completing this form, contact Emma via email or on 07472 085 374